

TRICARE Fact Sheet for Overseas Beneficiaries Subject to Directed Relocation

TRICARE active duty service members (ADSMs) and/or active duty family members (ADFMs) living overseas may be directed to relocate due to political unrest, natural disaster, or other events. TRICARE beneficiaries will continue to receive health care benefits, services, and support during the relocation period. The DHA may waive the Primary Care Manager (PCM) referral requirement for TOP Prime and Prime Remote beneficiaries in locations impacted by mandatory evacuation orders. Waivers are for a specific period of time and beneficiaries should enroll in their new location as soon as possible. The TOP contractor will not deny a request for health care as “out of area care” and will provide assistance with locating a civilian provider and ensuring cashless/claimless health care when contacted by ADSMs/ADFMs regardless of their location.

The following table provides guidance on obtaining healthcare during relocation.

TRICARE Prime or Prime Remote			TRICARE Select	
	Relocating Stateside	Relocating to another overseas location	Relocating Stateside	Relocating to another overseas location
Urgent, Routine, or Specialty Care	<p><i>If near a military treatment facility (MTF):</i> Contact the MTF to get care. Priority access is the same as Prime ADSMs and ADFMs enrolled to the stateside MTF.</p> <p><i>If not near an MTF:</i> Contact the TOP Regional Call Center at 1-877-451-8659 for information on receiving care.</p>	<p><i>If near an MTF:</i> Contact the MTF to get care. Priority access is the same as TOP Prime ADFMs enrolled to the overseas MTF.</p> <p><i>If not near an MTF:</i> Contact the TOP Regional Call Center for the overseas area that the beneficiary is being relocated to. Telephone numbers are provided in the chart below.</p>	<p><i>If near an MTF:</i> Contact the MTF to get care on space-available basis.</p> <p><i>If not near an MTF:</i> go to any TRICARE-authorized provider. Beneficiaries are encouraged to see network providers so claims are filed on their behalf. If beneficiaries see a non-network provider, they may have to pay up front and file the claim. Claims must be mailed to the claims processor based on the beneficiary's address in DEERS. Proof of payment is required for claim submission when beneficiary pays up front.</p>	<p><i>If near an MTF:</i> Contact the MTF to get care on a space-available basis.</p> <p><i>If not near an MTF:</i> go to any host nation provider. If a beneficiaries see a host nation provider, they will have to pay up front and file the claim. Claims must be mailed to the claims processor based on the beneficiary's address in DEERS. Proof of payment is required for claim submission when beneficiary pays up front.</p>
Emergency Care	Go to the nearest emergency care facility. If admitted, beneficiaries must call the TOP Regional Call Center (1-877-451-8659) before leaving the facility if possible, or during the next business day.	Go to the nearest emergency care facility. If admitted, beneficiaries must call the TOP Regional Call Center for the overseas area they're in before leaving the facility if possible, or during the next business day. Telephone numbers are provided in the chart below.	Go to the nearest emergency care facility	Go to the nearest emergency care facility in the host nation. The beneficiary will have to pay up front and file the claim. Claims must be mailed to the claims processor based on the beneficiary's address in DEERS. Proof of payment is required for claim submission when beneficiary pays up front.

Prescriptions	<p>If near an MTF: Contact/visit the MTF.</p> <p>If not near an MTF: contact Express Scripts at 1-877-363-1303 for assistance with filling prescriptions at a TRICARE retail network pharmacy.</p> <p>Home Delivery: For address changes or questions call Express Scripts at 1-877-363-1303.</p> <p>Recommend registered beneficiaries update their mailing address online via https://militaryrx.express-scripts.com/.</p>	<p>If near an MTF: Contact/visit the MTF.</p> <p>If not near an MTF: use a host nation pharmacy. The beneficiary will need to pay upfront for the medication and file a claim for reimbursement. Proof of payment is required for pharmacy claims over \$1000. Beneficiaries may need to see a host-nation provider for a new prescription.</p> <p>Home Delivery: Available if beneficiary has an APO/FPO/DPO address (except in Germany). For questions, beneficiaries may call Express Scripts at 1-877-363-1303.</p>	<p>If near an MTF: Contact/visit the MTF.</p> <p>If not near an MTF: contact Express Scripts at 1-877-363-1303 for assistance with filling prescriptions at a TRICARE retail network pharmacy. Home Delivery: For address changes or questions call Express Scripts at 1-877-363-1303.</p> <p>Recommend registered beneficiaries update their mailing address online via https://militaryrx.express-scripts.com/.</p>	<p>If near an MTF: Contact/visit the MTF.</p> <p>If not near an MTF: use a host nation pharmacy. The beneficiary will need to pay upfront for the medication and file a claim for reimbursement. Proof of payment is required for pharmacy claims over \$1000. Beneficiaries may need to see a host-nation provider for a new prescription.</p> <p>Home Delivery: Available if beneficiary has an APO/FPO/DPO address (except in Germany). For questions, beneficiaries may call Express Scripts at 1-877-363-1303.</p>
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Changing Enrollment

If permanently moving to another location, the beneficiary should contact the TOP contractor to ensure enrollment is correct. The beneficiary should also update DEERS with new address and contact info.

Contact Information:

<p>TRICARE Pacific (Asia, Australia, Guam, India, New Zealand, South Korea and Western Pacific remote countries)</p> <p>TOP Regional Call Center Singapore: +65-6339-2676 Sydney: +61-2-9273-2710</p> <p>Stateside 1-877-678-1208</p> <p>Medical Assistance Singapore: +65-6338-9277 Sydney: +61-2-9273-2760</p> <p>www.tricare-overseas.com/</p>	<p>TRICARE Eurasia-Africa (Africa, Europe, and the Middle East)</p> <p>TOP Regional Call Center +44-20-8762-8384</p> <p>Stateside 1-877-678-1207</p> <p>Medical Assistance +44-20-8762-8133</p> <p>www.tricare-overseas.com/</p>	<p>TRICARE Latin America and Canada (Canada, the Caribbean Basin, Central and South America, Puerto Rico, and the U.S. Virgin Islands)</p> <p>TOP Regional Call Center +1-215-942-8393</p> <p>Stateside 1-877-451-8659</p> <p>Medical Assistance +1-215-942-8320</p> <p>www.tricare-overseas.com/</p>
<p>TRICARE West Region Health Net Federal Services, LLC 1-844-866-9378 www.tricare-west.com</p>	<p>TRICARE East Region Humana Military Healthcare 1-800-444-5445 www.humanamilitary.com/</p>	<p>TRICARE Web Site www.tricare.mil</p>
<p>TRICARE Pharmacy Program Express Scripts, Inc. 1-877-363-1303 www.express-scripts.com/TRICARE</p>	<p>Military Treatment Facility Locator www.tricare.mil/mtf/</p>	<p>TRICARE Disaster Information www.tricare.mil/disasterinfo</p>

